

CONTENTS

I. INTRODUCTION	1
II. THE ACTION PLANS	4
A. NEEDS ASSESSMENTS	6
1) Access to Legal Information	6
Case Types	6
Size of the Demand for Self-Represented Services in California	7
Most Helpful Kinds of Services	9
• <i>Self-Represented Litigants Surveys</i>	9
• <i>Court Staff Surveys</i>	9
• <i>Judicial Surveys</i>	11
2) Language Access	12
3) Geographic/Distance Access	12
4) Self-Represented Litigants' Income	12
5) Training for Court Staff	14
6) Settlement Assistance	14
B. PROGRAM DESIGNS	15
1) Access to Legal Information and Assistance	15
Staffing Self-Help Centers	15
Service Delivery Methods	17
Legal Representation Referrals	20
2) Usability of the Legal System	21
3) Physical Access to Courthouse Services	24
4) Usability of Courthouse Facilities	25
C. COMMUNITY PARTNERSHIPS	27

III. CONCLUSION	29
 APPENDIX A Invitation from the Chief Justice	 31
 APPENDIX B Regional Conference Agenda	 35
 APPENDIX C County Action Plan Packet	 45
 APPENDIX D Action Plans Summary Chart	 59